



ARIZONA REGISTRAR OF CONTRACTORS



Douglas A. Ducey, Governor

Jeff Fleetham, Director

FOR IMMEDIATE RELEASE
Mon., Aug. 22, 2016

CONTACT:
Jim Knupp, Public Information Officer
602.771.6710

ROI Improvements Revoked; Recovery Fund Payout to Potentially Exceed \$200k

PHOENIX, Ariz., (Aug. 22, 2016) – On Thurs., Aug. 18, 2016, the Arizona Registrar of Contractors (AZ ROC) moved to revoke the dual residential and small commercial contracting license issued to ROI Improvements, LLC and now encourages eligible homeowners with adjudicated cases to begin filing claims with the Registrar's Residential Recovery Fund.

The revocation comes after the Agency summarily suspended the license in June 2016 when AZ ROC investigators confirmed seven complaints alleging complete abandonment and one material supplier alleging non-payment received all within just three months.

Since June's summary suspension, an additional 18 complaints were received by the Agency, coming in from Tucson to Sedona and Phoenix to Apache Junction. Each of these complaints alleges abandonment or poor work and possessed contract dates prior to the suspension. AZ ROC investigators confirmed the allegations in all but three cases which continue to be investigated.

The revocation settles eight of the 27 complaints filed against ROI Improvements in 2016 and the remainder of the complaints will continue to move through the administrative process. Two of the 27 complaints include material suppliers not being paid.

With alleged losses over \$215,000, the Agency expects the Registrar's Recovery Fund payout for these complaints will exceed the \$200,000 statutory limit per license. In these instances a pro rata formula is used to determine payouts to damaged, eligible homeowners and the Agency, therefore, encourages complainants with adjudicated cases to begin the process of filing a claim with the Registrar's Recovery Fund.

Of the summary suspension and revocation AZ ROC Director Jeff Fleetham stated, "The majority of licensed contracting professionals in Arizona work hard to meet or exceed a customer's expectation. They are part of an age-old and honorable profession. ROI

Improvements' apparent business practice of collecting money and abandoning projects is completely unacceptable. Due to this, the Agency moved rapidly to end their ability to contract in this state and we will now work as quickly as possible to process impacted homeowner's recovery fund claims."

###